

## ***THE CONFIDENT CONNECTION – Program objectives and expected outcomes***

“True communication involves ‘listening’ to what is going on inside as well as outside ourselves.”

Communication is a two-way process of sending and receiving messages and is effective when each person understands the other. Clear communication can be blocked by practical considerations e.g. noise, language differences, speech and hearing difficulties.

It can also be blocked when misunderstandings arise due to:

- ❑ different emotional states – our attitude and that of others
- ❑ difference in personal values
- ❑ different personalities
- ❑ incongruence between verbal and non-verbal communication
- ❑ difference in the ways people interpret messages

Assertive communication involves sending clear, direct messages, listening accurately and empathetically and dealing appropriately with crisis and conflict as it arises.

Effective communication enhances good relationships, team building and customer service.

And what can you expect to achieve from a *Confident Connection* workshop? Here are just 11 “How to” points:

- ❖ develop awareness of the part played by interpersonal communication in our lives
- ❖ identify the blocks to effective communication – i.e. the hindrances to sending and receiving messages accurately
- ❖ identify the elements which contribute to effective communication
- ❖ distinguish between verbal and non-verbal factors in communication
- ❖ learn and practice the skills of sending messages assertively
- ❖ use both ears to be a more effective listener
- ❖ develop an understanding of the building blocks of good relationships – i.e. trust, empathy, understanding and clear communication
- ❖ give opportunities to practice and get feedback on different types of interpersonal communication
- ❖ understand how to work through conflict more effectively
- ❖ improve our ability in confronting others as one option to communicating our feelings about a situation
- ❖ be more relaxed when communicating.

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